

City of Lansing CSO Program Post-Construction Satisfaction Survey

Please take a moment to tell us about your experience with the Combined Sewer Overflow (CSO) Program Construction that was recently completed in your neighborhood (*Separation of CSO Regulator 044*). Feel free to use the back of the page when commenting. You can return this questionnaire by mail (Public Service Department, 7th Floor City Hall, 124 W. Michigan Ave., Lansing, MI 48893), in person, by fax 517.483.6082, or complete the form on-line at the City's website, www.cityoflansingmi.com (click City Departments > Public Service.)

Name: _____ Address: _____
(If you prefer to remain anonymous, please provide your closest major intersection)

1. In hindsight, was the construction process better or worse than you expected? (please circle one)

Better

Worse

Neutral

Please explain why: _____

2. What were you most satisfied with in regards to the construction process? (please check one or prioritize by numbering your answers, with 1 being the most satisfied)

☐ Access to Local Roads

☐ Project Professionals

☐ Public Meetings

☐ Cleanup and Restoration Work

☐ Information Provided by the City

☐ The End Result - Environmental Protection

☐ CSO Hotline/Personal Visits

Other: _____

3. What were you least satisfied with in regards to the construction process? (please check one or prioritize by numbering your answers, with 1 being the least satisfied)

☐ Access to Local Roads

☐ Project Professionals

☐ Public Meetings

☐ Cleanup and Restoration Work

☐ Information Provided by the City

☐ The End Result - Environmental Protection

☐ CSO Hotline/Personal Visits

Other: _____

4. Do you feel you were well informed about the project? (please circle one) YES NO

If no, what would have helped? _____

5. How do you prefer to receive information about the project? (please check all that apply)

☐ U.S. Mail

☐ E-mail

☐ Newspaper

☐ Web Site

☐ Hot Line

Other: _____

6. If you have web access, did you use the City's site to obtain construction updates? YES NO NA

If yes, please comment on the CSO portion of the website: _____

7. Did you use the CSO Hotline? YES NO If yes, was your experience: GOOD BAD NEUTRAL

Please share suggestions for improvement: _____

8. Did you use the Inflow Hotline? YES NO If yes, was your experience: GOOD BAD NEUTRAL

Please share suggestions for improvement: _____

9. What could the City have done to make the construction process easier on you?

10. If you have any outstanding/unresolved issues, or anything else you would like to share, please explain on the back, or contact Chad Gamble, Assistant City Engineer, at 483-4455 or cgamble@ci.lansing.mi.us.